

Emergency Plan of Action Final Report

Belarus: Population movement

DREF operation final report	Operation n° MDRBY005
Date of issue: 28 May 2015	Glide n° OT-2014-000146-BLR
Date of disaster: Since June 2014	
Operation start date: 28 October 2014	Operation end date: 28 February 2015
Host National Society: Belarus Red Cross with its 152 volunteers, 57 staff, 1 headquarters and 8 regional branches	Operation budget: CHF 126,229
Number of people affected: 30,000	Number of people assisted: 2,400
N° of other partner organizations involved in the operation: ICRC; Swiss Red Cross; UNHCR; IOM; Citizenship and Migration office; Labour, Employment and Social Protection Committee; Ministry of Health; Ministry of Education; local authorities; the Orthodox Church.	

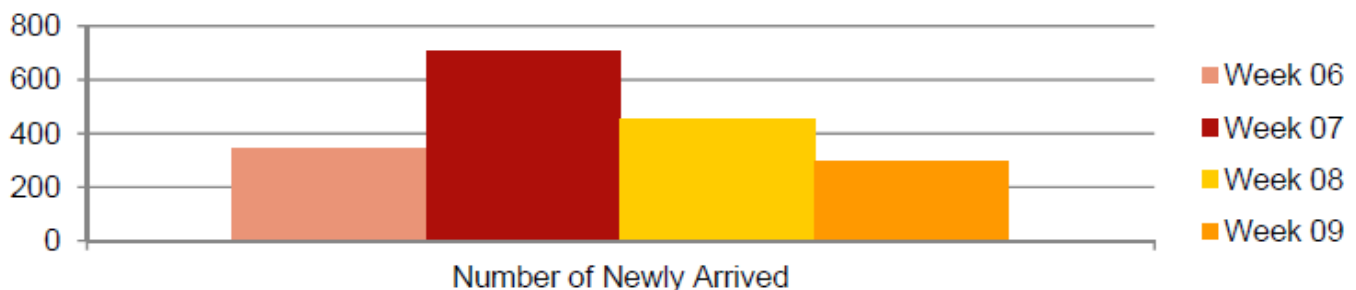
A. Situation analysis

Description of the operation

Since June 2014, Belarus has seen increasing numbers of people fleeing the areas of conflict in Ukraine: from 30,000 in October 2014 to more than 80,000 in February 2015¹.

In each week of February, the Belarus Red Cross headquarters and its eight regional branches were receiving an average of 450 people who had either come to Belarus recently or had just learned about the Red Cross as a potential source of assistance to them. There were also others who came to ask for assistance repeatedly. In total, some 10,311 displaced people applied for assistance to Belarus Red Cross headquarters and branches by the end of February 2015² (as compared with 5,900 applicants in mid-October 2014). The displaced people from eastern Ukraine who fled to safer areas often left in a shocked and traumatized state, and many of them are still struggling to integrate. Despite the generosity shown by the local residents, negative attitudes were also observed among the host communities who perceived the displaced as being more favoured and as competitors in an access to employment, accommodation, services, benefits and humanitarian assistance. The cases of stigma affected the displaced people's ability to earn a living and integrate in the community.

Chart 1: Number of newly arrived externally displaced people registered at Belarus Red Cross branches in February 2015³



In this context, the Belarus Red Cross immediately responded to the needs of the most vulnerable displaced people with releasing cash from its own emergency fund and distributing household items from its disaster preparedness stocks. The Belarus Red Cross defined its main role in assisting the most vulnerable groups of the externally displaced people such as elderly and disabled persons, multi-children and single parent families, expectant and nursing mothers so as to meet their basic needs for food and hygiene items, as well as clothing and footwear.

¹ Source: UNHCR Operational Update 7 February – 6 March 2015

² Source: Belarus Red Cross, 28 February 2015.

³ The weeks in the chart mark the weeks of the year.

The Belarus Red Cross continuously monitored the implementation of the operation and assessed the needs of the displaced people, including undertaking beneficiary surveys, and advocated to stakeholders on needs and gaps in support. In February 2015, a total of 120 beneficiaries were interviewed by the trained Red Cross staff and volunteers. The majority of beneficiaries praised the timeliness of the Red Cross intervention and were satisfied with the assistance provided. At the same time, they also advised on a number of possible improvements for future action (for details please refer to the *Beneficiary Satisfaction Survey report in Annex 1*).

Table 2: Number of externally displaced people seeking assistance from Belarus Red Cross HQ and branches:

Regions	Total number of displaced people who applied for assistance (including column 3)	Total number of people who applied for the first time during the month of February 2015	Total number of people who applied for the second or third times during the month of February 2015
Gomel regional branch	3,258	902	2,378
Minsk regional branch	1,169	104	5
Mogilev regional branch	1,326	89	224
Brest regional branch	947	226	32
Vitebsk regional branch	900	214	87
Railway regional branch	58	0	6
Grodno regional branch	953	75	129
Minsk city branch	1,175	178	45
Belarus Red Cross HQ	525	12	16
Total	10,311	1,800	2,922

By the end of February 2015, the assistance provided by Belarus Red Cross to the externally displaced people consisted of 5,640 food kits, 2,035 hygiene kits, 57,284 items of clothing and 3,050 pairs of shoes (the numbers include assistance provided with funds from IFRC, ICRC, Swiss Red Cross and locally raised funds). In addition, the Belarus Red Cross provided referral, counselling and psychological support services, support with temporary accommodation, travel and medication. To date, Belarus Red Cross continues to provide assistance to the most vulnerable people affected by population displacement.

Summary of response

Overview of Host National Society

On 8 September 2014, the Belarus Red Cross headquarters issued instructions so as to launch a coordinated countrywide operation for providing assistance to the displaced Ukrainian citizens. The instructions provided for setting up a task force at the National Society's headquarters; instructing regional branches to monitor the evolving situation; providing assistance to Ukrainian citizens coming to Belarus based upon the available resources; involving in relief activities Red Cross volunteer groups formed for the purpose in regional branches; informing the media and the public on the operation; organizing information support to Ukrainian citizens arriving in Belarus by rail and setting up an assistance centre at the central railway station of Minsk for people in need coming from Ukraine; organizing the help line "201" on weekdays in the quiet evening hours, from 19.00 hours to 21.00 hours, for information assistance to Ukrainian citizens; organizing activities for restoring family links broken as a consequence of the conflict in Donetsk and Luhansk regions; developing proposals for the implementation of psychological support for Ukrainian citizens who arrived in Belarus; and organizing a targeted in-country fundraising campaign for the needs of the Ukrainian citizens. To date, the campaign has raised about CHF 60,000 in cash and kind locally, with all of these resources immediately used to purchase of food and hygienic items as well as to cover temporary accommodation and travel costs, medical assistance and medicines.

The distributions from the National Society's emergency stocks included blankets, bed linen, socks, kitchen sets and other household items. In addition, Belarus Red Cross provided referral, counselling and psychological support services, support with temporary accommodation, travel and medication.

By the end of February 2015, the hot line 201 operated by Belarus Red Cross volunteers received a total of 400 calls from the Ukrainian citizens in need of advice or emergency assistance. Most of the inquiries were related to temporary accommodation, employment, social benefits, medical assistance, legal advice and psychosocial support. Trained Red Cross volunteers ensured counselling, support and referrals as needed. 90 per cent of callers reported difficulties in finding temporary accommodation and 25 per cent of the callers reported that their needed medicines and medical services were unaffordable for them without some kind of assistance.

Overview of Red Cross Red Crescent Movement in-country



Red Cross assistance reaches the displaced Ukrainian families in Brest region.

In Belarus, there is an IFRC Secretariat presence with a Country Office manned by two staff. The IFRC Secretariat is supporting the Belarus Red Cross by providing technical advice, tools and standards, facilitating organizational development and knowledge-sharing, monitoring and reporting.

The IFRC Secretariat's Country Representation in Belarus supported the National Society in the development of a consolidated plan of action to provide humanitarian aid to 4,000 displaced people. In addition to the IFRC's DREF allocation of CHF 126,229, the ICRC provided complementary support to the Belarus Red Cross in the value of CHF 483,300 to cover the needs in winter clothes and food of 3,000 displaced people and strengthened the emergency response capacity of the Belarus Red Cross. An EcoSec delegate was assigned by ICRC for three weeks to support the Belarus Red Cross in setting up the operation and improving field monitoring at all levels.

The Swiss Red Cross supported the consolidated plan of action with a contribution of CHF 104,000 for 1,000 persons (clothes, shoes) and another CHF 45,000 for the repair and replacement parts of seven all-terrain transport vehicles which the National Society needed for the distribution of goods. A DM/logistics delegate was deployed within the framework of this support.

The Icelandic Red Cross contributed with the amount of CHF 50,000 to the DREF replenishment for the Belarus operation and also sent to Belarus a container load of winter clothing and footwear. Danish Red Cross allocated CHF 5,000 to provide psychosocial support training to 16 staff and volunteers involved in the operation at the national and regional levels.

The DG ECHO also donated CHF 76,850 for the replenishment of the DREF allocation.

The IFRC Secretariat's Country Representation in Belarus and the Belarus Red Cross were cooperating closely in assessing the needs and the response to this emergency. The operation was coordinated by Belarus Red Cross branch chairpersons in their areas of responsibility. It was basically Red Cross branch staff and volunteers who were delivering the emergency assistance.

Overview of non-RCRC actors in-country

The Ministry of Labour and Social Protection of Belarus and the Committees on Labour, Employment and Social Protection of the regional and city administrations are informing and assisting the citizens of Ukraine in Belarus on the issues of employment and social benefits. The Ministry created a database on its website containing vacancies (including those where housing is provided) available for foreign citizens. However, not all displaced people can take up employment (mothers with young children, expectant mothers, disabled and elderly people); therefore these vulnerable groups require urgent support with their daily subsistence needs.

The Ministry of Health is providing free of charge emergency medical care to the citizens of Ukraine. The Ministry is also providing for medical check-ups and issuance of health certificates required for employment. The provision of vital medicines for the displaced with chronic diseases (e.g. insulin) is a critical issue and the Ministry is trying to address it on an individual basis with the support of local authorities. Children of the displaced are provided with vaccinations free of charge. The Ministry of Health raises concerns with regards to cases of multi-drug resistant tuberculosis detected among the displaced.

From the very beginning of this emergency, Belarus Red Cross headquarters and branches have been in close contact with the relevant state and non-state actors who provided the National Society with hands-on information on the evolving situation. Regular operational contacts are maintained by the National Society with the Citizenship and Migration Office, the Labour, Employment and Social Protection Committees, Education and Health departments, local authorities, UNHCR, and IOM. Over the past six months, the IOM assisted eight Ukrainian citizens in returning to some peaceful parts of Ukraine.

The Belarus Red Cross and other stakeholders are cooperating closely on the provision of assistance to displaced people from Ukraine. UNHCR, in cooperation with Belarus Red Cross, organized three coordination meetings with all relevant state and non-state actors. The participants of the coordination meeting in February 2015 recommended that all partners continue collecting and sharing data on the situation and evolving needs, that state and non-state actors continue cooperating in assisting the displaced Ukrainian citizens, and that international organisations working in Belarus and national NGOs seek for additional donor support in order to meet emergency needs of the displaced.

According to a recent UNHCR survey covering 525 families (1,382 individuals), only 3.5 per cent of them are planning to return back to Ukraine to their previous place of residence and 0.1 per cent would like to move to another part of Ukraine, while 47 per cent would like to stay in Belarus permanently, 12 per cent have not yet decided, 0.5 per cent would like to go to Russia, 0.5 per cent would like to go to EU, and 35.5 per cent did not want to answer.

The Swiss Embassy in Belarus supported with CHF 3,000 the training Belarus Red Cross volunteers in basic homecare skills to provide assistance to elderly and disabled people. UNICEF has expressed its interest in providing assistance to children arriving from Ukraine. Discussions on the possibilities of assistance are still in progress.



An elderly disabled Red Cross beneficiary assisted in Minsk city.
Photo: IFRC

Needs analysis and scenario planning

According to Belarus Red Cross's assessment, the following vulnerable target groups were identified as the most affected by population displacement:

- Single parent families arriving to Belarus without males with a working ability;
- Families with many children (at least three minors);
- Expectant mothers;
- Elderly pensioners;
- Disabled people.

The field assessments showed the following critical needs of these population groups: emergency food distributions to meet the needs of newly arriving displaced people; emergency hygiene kits to meet the needs of newly arriving displaced people; distribution of basic household items such as blankets, kitchen sets, bed linen; winter clothing and footwear; housing; employment; restoring family links; emergency cash, e.g. for transportation costs, medication, etc.; psychosocial support.

Part of these needs were met by the overall plan of action developed by Belarus Red Cross and financially supported by IFRC's DREF allocation, the ICRC, the Swiss Red Cross, the Icelandic Red Cross and the Danish Red Cross.

In accordance with the needs assessment, a voucher scheme was chosen to be the most adequate approach for meeting the needs of the target groups for food and hygiene.

Throughout the operation, the Belarus Red Cross and the IFRC Secretariat gauged the situation continuously in order to mobilise additional means of assistance if needed both in the country and internationally. Additional assistance was sought from the population in terms of cash, clothing and household items, and corporate sector in terms of cash and in-kind assistance. However, despite all the assistance provided by the government, national NGOs, the public and international community, the situation has aggravated further since the DREF operation has been completed. The number of displaced people and their needs remain critical and the Belarus Red Cross has already applied to the IFRC Secretariat and other partners with the official request to scale up so as to meet the growing needs.

B. Operational strategy and plan

Overall objective

The original overall objective of this operation was to provide immediate assistance to 2,400 people, of whom 1,200 people were affected by population displacement, and to replenish the emergency stock that was used earlier to support 1,200 affected beneficiaries.

Eventually, this DREF operation assisted 2,400 people, including distributions of vouchers and household items from emergency stocks. The number of people assisted by regions, as well as the numbers of staff and volunteers involved in providing assistance, are presented in the table below:

Region	Number of people assisted through voucher distributions	Number of people assisted through emergency stocks	Number of volunteers	Number of staff
Belarus Red Cross headquarters	0	0	22	10
Brest regional branch	105	100	7	3
Vitebsk regional branch	103	160	17	5
Gomel regional branch	400	120	32	15
Grodno regional branch	123	260	10	8
Mogilev regional branch	184	140	7	3
Minsk regional branch	160	240	22	5
Railway branch	0	0	0	2
Minsk city branch	125	180	35	6
Total	1,200	1,200	152	57



Items most commonly purchased by the target beneficiaries
Photo: Belarus Red Cross

Proposed and implemented strategy

To achieve the overall objective of the operation, the following action was prioritized: provision of vouchers so as to meet the basic needs of the target groups for food and hygiene. The grant amount was set at CHF 50 per person to cover emergency food and hygiene needs.

With the proposed and implemented strategy, the Belarus Red Cross also replenished the earlier distributed stocks to be prepared for an eventual emergency in the future, and to improve the resilience capacities of the potential affected persons. The replenished non-food items included 120 blankets, 1,200 kitchen sets and 190 sets of bed-linen. These items were procured on a tender basis and distributed to eight branches as stock replenishment.

The actions conducted by Belarus Red Cross were in accordance with the SPHERE minimum humanitarian standards.

Operational support services

Human resources (HR)

Belarus Red Cross mobilized 152 volunteers and 57 staff for assessments and distributions. The Belarus Red Cross staff provided the necessary support and guidance to its volunteers. Taking into account the DREF operational needs, a DM officer was temporarily contracted by Belarus Red Cross so as to manage the operation activities and be responsible for volunteer and financial management, as well as reporting to IFRC Secretariat's Country Office.



Young, middle-aged and senior volunteers alike have been engaged in the operation to assist the displaced citizens of Ukraine.
Photo: Belarus Red Cross

There was no need for international staff deployment as the required technical support, including monitoring and reporting, adherence to standard IFRC procedures and financial management was ensured by IFRC national staff based in Minsk. In addition, the IFRC Europe Zone Disaster Management and PMER team provided technical support to Belarus Red Cross in preparation of a beneficiary satisfaction survey including briefing and debriefing, co-facilitating the lessons learned workshop related to the DREF-funded operation and reporting.

Logistics and supply chain

The procurement process was supported by the Belarus Red Cross logistics officer with procurement procedures following IFRC standards. The local market allowed alternatives in terms of suppliers for all budgeted items. The National Society also has a warehouse used to store the procured items and vehicles for distributions to the regions.

Information technologies (IT)

In this operation, the Belarus Red Cross used the hot line 201 established with the equipment procured in a previous DREF operation and managed by 15 volunteers. The hot line provided information for residents of Ukraine who intend to come to Belarus and also for those who have already arrived in Belarus from Ukraine. Advice was provided on the issues regarding accommodation, employment, other support measures, etc. This hot line was also used by the citizens of Belarus who wanted to assist to the displaced people in cash, clothing and basic necessities.

Communications

Visibility of the work of the Red Cross volunteers was ensured during the operation through the local media. Belarus Red Cross senior management, public relations and DM officers periodically informed the authorities and the general public regarding the progress of the operation. The Red Cross also worked closely with the media to raise public awareness on the needs of people seeking refuge in Belarus. Updates on the operation were also published at Belarus Red Cross web and Facebook pages: <http://redcross.by> and <https://www.facebook.com/redcross.by>.

Regular operation updates were provided by the IFRC Secretariat's Country Office in Minsk to the IFRC Secretariat's Europe Zone Office's Disaster Management team.

Some of the media links related to the DREF-supported operation are available in Annex 1.

Planning, monitoring, evaluation, & reporting (PMER)

The Belarus Red Cross Headquarters, in close cooperation with the IFRC Secretariat's Country Representation, monitored the DREF operation's progress and provided the necessary technical expertise. In addition, IFRC Minsk-

based staff received support from Europe Zone Office Disaster Management Coordinator. IFRC staff based in Budapest and Minsk assisted the National Society with monitoring and reporting.

Visits were conducted to supermarkets where vouchers were used to verify how the process was organised. Throughout the distribution of the vouchers to the beneficiaries, an ongoing evaluation of activities was undertaken and reported at regular Belarus Red Cross meetings. A Beneficiary Satisfaction Survey (BSS) targeting 120 people was carried out in January - February 2015. The BSS was conducted by the staff and volunteers trained by the IFRC EZO PMER team in October 2014.

On 9-10 February 2015 a workshop was held for Red Cross staff and volunteers to share best practices and lessons learned from the operation. The workshop was co-facilitated by Europe Zone Office's Disaster Management and PMER team.



A multi-child family from Krasny Luch, Luhansk region, arrives to the Belarus Red Cross headquarters in search of assistance.
Photo: Belarus Red Cross

. DETAILED OPERATIONAL PLAN

Food security, nutrition and livelihoods

Needs analysis: Target population groups are in need of provision of food and hygiene items.

Population to be assisted: Based on the assessment, the operation will assist the following most vulnerable displaced citizens of Ukraine: expectant and single mothers, multi-child families, elderly and disabled people.

Outcome 1: Providing emergency assistance to 1,200 displaced citizens of Ukraine

Output 1.1 The nutritional and health needs of 1,200 displaced people are met through distribution of Red Cross food and hygiene vouchers

Activities planned	Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Rapid assessment of the beneficiaries' needs and lists in close coordination with local authorities																	
Contracting a local supplier for the provision of emergency food and hygiene items through vouchers																	
Distribution of vouchers and monitoring of purchasing process																	
Coordination with key state and non-state stakeholders																	
Beneficiary Satisfaction Survey																	
Lessons Learned Workshop																	
Monitoring and reporting																	

Achievements

The following key activities were conducted in line with the above plan of action:

Rapid assessment of the beneficiaries' needs and lists in close coordination with local authorities:

Prior to voucher distributions, Belarus Red Cross developed and sent to regional branches regulations on the provision of assistance to the displaced Ukrainian citizens (target groups and criteria for selection of beneficiaries, instructions how to work with vouchers and how to report on their use). Regional branches applied to social protection bodies and citizenship and migration offices for the lists of Ukrainian citizens registered. These lists were checked against the lists of those Ukrainians who applied for assistance to Belarus Red Cross branches and the most vulnerable families and individuals were selected.

Contracting a local supplier for the provision of emergency food and hygiene items through vouchers:

Although prior to the operation Belarus Red Cross has been in contact with a number of potential suppliers and received a positive response from one supermarket network, the National Society faced challenges when a tender process for provision of vouchers was launched.

A tender process for procurement of food and hygiene vouchers started in November and was finalized by 5 December 2014 when a meeting of the local committee on contracts reviewed three bids received from supermarket networks, "Almi", "Euroopt Ltd" and "Belinterproduct (Rublevsky)". Only one offer however was presented on a company's letter headed paper with signature and stamp while the other two were in the form of electronic versions of agreements proposed for signing. Furthermore, the company which submitted a proper offer did not have a sufficient network of shops and was not represented in two regions of Belarus. Following a long discussion, it was decided to re-tender. On 20 December 2014, the committee on contracts met for an opening ceremony of sealed envelopes received from three supermarket chains, namely "Libretic (Sosed)", "Euroopt" and "Belinterproduct (Rublevsky)". The meeting committee on contracts to review the offers was held later on the same day. Again, two bidders ("Libretic (Sosed)" and "Belinterproduct (Rublevsky)") were represented in all regions of the country. The third bidder ("Euroopt") with the largest network could not guarantee return of cash checks or other documentation for reporting purposes and exclude purchase of alcohol or tobacco items. After many considerations, the commission decided to award a contract to "Euroopt" with the proposed solution to the reporting challenge to involve an additional number of staff and volunteers in the field to guide beneficiaries and to ensure collection of receipts after purchase. Due to the holiday period, the contract for supply of vouchers was finalized and signed in January 2015.

Distribution of vouchers and monitoring of the purchasing process:

The distribution of vouchers started on 1 February 2015. Monitoring was carried out by Belarus Red Cross social workers who assisted beneficiaries, checked targeted use and collected documentation for reporting purposes. Red Cross social workers reported that the beneficiaries purchased mainly grains, dairy products, vegetable oil, sugar, canned meat and vegetables at food section and washing powder, tooth paste and brushes, shampoo and soap at hygiene section. National Society teams comprising staff and volunteers also ensured visibility, support and guidance to the beneficiaries during voucher distribution and purchasing process. IFRC and Belarus Red Cross headquarters staff also carried out monitoring visits.

Coordination with key state and non-state stakeholders:

UNHCR, in cooperation with the Belarus Red Cross, organized three coordination meetings with all relevant state and non-state actors. The meetings were chaired by Belarus Red Cross. The third coordination meeting held on 24 February 2015 emphasised that the numbers of the displaced Ukrainians coming to Belarus are not decreasing, with more and more vulnerable people registered among new arrivals. At the same time, the labour market for Ukrainians is shrinking in Belarus and less employers are willing to hire the displaced people from Ukraine (6,638 special work permits were issued by the authorities in 2014 and only 620 in 2015)

At regional level, coordination meetings were regularly held with participation of Red Cross, local authorities, social protection, health care, migration and citizenship offices.



Presentation by the National Society DM Coordinator at the "lessons learned" workshop in Minsk.

Beneficiary Satisfaction Survey:

Prior to the survey, a tailor-made questionnaire was designed so as to collect all the required information from the target group of beneficiaries. IFRC's PMER Officer in December 2014 held a one-day briefing with the DM Coordinator, as well as the BSS focal point and the BSS interviewers of the Belarus Red Cross to discuss in details the BSS process, as it was planned to be specifically focused on voucher distribution, so the questionnaire and the process had to be tailor-made to this situation. The questionnaire now can be adapted and used for surveys in other operations. BSS was carried out in January - February 2015 and targeted those who received the assistance through voucher mechanism. Target beneficiaries from all six regions of Belarus were involved in the survey. Due to transportation difficulties the majority of beneficiaries were interviewed when the operation was still ongoing and only a few of them were interviewed after the operation was completed. The interviews were conducted right after the beneficiaries received assistance in regional administrative centers, where vouchers were used at supermarkets. The major outcome of this exercise is the gained experience on how to conduct such a survey and specific recommendations established for future campaigns,

The survey came up with the following conclusions and recommendations:

- The beneficiaries' preferences went towards vouchers when compared to ready-made parcels (food and hygiene items) distribution. However, this system can be improved in the following way: the use of vouchers multiple times; expand the network of shopping centers where vouchers can be redeemed is to be increased; vouchers are to be distributed not only in administrative centres but also in those districts of Belarus where beneficiaries currently reside; the list of goods which is proposed against the voucher should be broadened; transport to and from the shopping centres should be provided or transportation costs should be compensated; some groups of beneficiaries (disabled people, etc.) should be given the possibility to be provided with ready-made assistance kits; target beneficiaries should be better informed about the assistance provided.
- Regular replenishment of BRC stocks should be done so as to provide assistance in case of emergency.
- Prior to the operation, it is recommended to carry out beneficiary vulnerability assessment which is the basis for the emergency assistance to meet the needs of the target audience.
- It is recommended to consider the possibility of assistance for purchase of medicines.
- It is recommended to include psychological support as a component during similar operations in the future.

Lessons Learned Workshop:

The two-day "lessons learned" workshop was held on 9 and 10 February 2015 in Minsk and attended by 20 participants (staff from National Society headquarters and six regions, as well as volunteers, including BSS interviewers). Head of IFRC Country Representation and a DM/Logistics Delegate of the Swiss Red Cross also participated at the workshop. Europe Zone Office's Disaster Management and PMER team co-facilitated the lessons learned workshop related to the DREF-funded operation including the BSS de-briefing. Additionally, support was also provided in reviewing, monitoring and evaluating the progress of the operation and impact focusing specifically on the voucher distribution mechanism used in this operation.

The BSS de-briefing part of the workshop provided an opportunity to discuss with the National Society staff and volunteers who were involved in the BSS process the initial and preliminary results of the survey which had started only recently, and to share these with the management at headquarters and regional branch level. As some of interviewers were not among the participants of the BSS workshop held in October 2014, the BSS session helped to build their confidence and understanding of the process. The overall impressions and most common answers were discussed, which provided a solid base for moving further with analyzing the results and completing the BSS report in due time. The

participants also highly appreciated the achievements-challenges section related to BSS, as it provided them a solid ground for stepping further and analyzing the whole operation along these lines.

The contribution of the IFRC EZO DM included the following areas: general presentation on IFRC emergency response tools to support the efforts of NSs (DREF-funded operation, requirements including reporting/rules, Emergency Plan of Action, other response tools (RDRT/ ERUs). The disaster response process was discussed in details on local/ regional and global levels depending on the needs. A general introduction was provided on IFRC activities in the countries affected by Ukraine crisis, including the DREF operation implemented in Russia in support to population movement and the Emergency Appeal launched on behalf of the Ukrainian Red Cross in response to the crisis. A general introduction was also made on the use of the cash transfer/voucher modalities in different types of emergencies, then focusing on Turkish RC experience where e-cards were used to support the Syrian refugees and other National Societies experiences in cash transfer programs. The participants were particularly interested in the cash transfer introduction session as it helped them to evaluate the pros and cons of using voucher system and created better understanding of cash transfer programming in general.

Monitoring and reporting:

The Belarus Red Cross Headquarters, in close cooperation with the IFRC Secretariat's Country Representation, monitored the DREF operation's progress and provided the necessary technical expertise. In addition, IFRC Minsk-based staff received support from Europe Zone Office Disaster Management Coordinator. IFRC staff based in Budapest and Minsk assisted the National Society with monitoring and reporting.

Visits were conducted to supermarkets where vouchers were used to verify how process was organized. Throughout the distribution of the vouchers to the beneficiaries, an ongoing evaluation of activities was undertaken and reported at regular Belarus Red Cross meetings.

Challenges

The following challenges were faced by the National Society during the implementation of the operation:

- Suppliers who submitted offers to Belarus Red Cross were not very cooperative, and only few were interested to be part of the bid, this has given the National Society very limited options that were not necessarily the most appropriate and did not fulfil all the required criteria. For the same reason, the process of the selection of the supermarket chain was lengthy and delayed the distributions.
- The transportation of the beneficiaries from/to contracted shops was one of the biggest challenges as the network of supermarket chain did not cover all regions geographically and there is limited number of shops in total, therefore the National Society was obliged to provide transportation to allow beneficiaries to reach the shops.
- The amount of the distributed vouchers (the number of targeted beneficiaries) was not sufficient to cover the need of all most vulnerable people, making the beneficiary selection process more complicated. During the BSS, there were complaints about the beneficiary selection criteria – some other people who considered themselves being eligible for the assistance were complaining about why they did not fall into the target group.
- Some shop keepers/ workers had inappropriate attitude towards beneficiaries, this was also a challenge with some other local customers who had negative attitude in a few occasions.
- The use of the voucher system was not particularly the optimal choice given the circumstances of the local market.

Lessons actually learned

1. The use of e-cards (bank cards) or bank transfer method in any future operation will provide more flexibility and requires less resources (cost effectiveness, less volunteers needed).
2. More training should be considered before cash distribution (of any kind) either for beneficiaries or for volunteers, in order to have smoother implementation and to ensure proper beneficiary communications so as to avoid any misunderstanding.
3. Basic medical services were not covered by the National Society operation and as it is a crucial need which was not provided by other parties, this has to be taken into consideration in any eventual future operation of the same kind.
4. As a long term response area, the National Society is exploring more sustainable ways of support including helping refugees in their job seeking efforts and providing some career related services.
5. Conducting of the survey was a generally positive feedback for the National Society staff and the participating volunteers as well. The beneficiaries mentioned that they were very grateful for the assistance they received, and they had the feeling that they are looked after and are not alone with their problems.
6. The BSS proved to be a good platform for direct dialogue between the beneficiaries and the National Society. Majority of the beneficiaries understood that through the filling out of the questionnaire they had a clear role in the operation, or even making better the operation as well.

7. A hotline with the phone number “201” was used for registering complaints/inquiries from refugees related to how to use vouchers, with clear instructions for the staff and volunteers on how to handle these inquiries. A total of 30 complaints, including five through the hot line, were received and handled by the National Society during the operation. The complaints were mainly related to the Red Cross distributions of which the refugees heard of but were not included in the lists for assistance.

Shelter and settlements (and household items)

Needs analysis: Target population groups are in need of basic household items

Population to be assisted: Based on the assessment, the operation will meet emergency household needs of 1,200 vulnerable people

Outcome 2: Essential household items are prepositioned to meet the needs of 1,200 people

Output 2.1 Disaster preparedness stock of Belarus Red Cross used for the initial response to the displaced people is replenished

Activities planned	Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Local procurement of selected emergency stock items (blankets, kitchen sets and bed linen)																	
Monitoring of procurement and prepositioning activities																	
Monitoring of the evolving situation to respond to emergency household needs and use the stocks																	
Monitoring and reporting on the use of stocks																	

Achievements

The following key activities were conducted in line with the above plan of action:

Local procurement of selected emergency stock items (blankets, kitchen sets and bed linen):

Procurement of the selected emergency stock items was carried out on a tender basis. The replenished non-food items included 120 blankets, 1,200 kitchen sets and 190 sets of bed-linen.

Monitoring of procurement and prepositioning activities:

The IFRC Secretariat’s Country Representation in Belarus ensured that the procurement process was carried out in accordance with IFRC’s procurement standards. The procured items were distributed as follows: all 120 blankets, all 190 bed-linen sets and 600 kitchen sets were prepositioned at the warehouse of Minsk city/Minsk regional branches which serves as a basis for national response. Brest, Grodno, Mogilev, Gomel, Vitebsk and Railway branches received 100 kitchen sets each.

Monitoring of the evolving situation to respond to emergency household needs and use the stocks:

The Belarus Red Cross monitors the situation and the household items will be distributed in case of disaster. In order to ensure appropriate use and control of the use of the items, regulations on the use of emergency stocks was developed by Belarus Red Cross with the support of the Swiss Red Cross delegate. The regulations were signed by the National Society Secretary General and sent out to all regional branches.

Monitoring and reporting on the use of stocks:

In case of the use of stocks Belarus Red Cross branches will report to the National Society headquarters according to the established procedure and the regulations on the use of emergency stocks. Furthermore, with the support of the American Red Cross, the National Society has recently developed an on-line consolidated reporting system which contains a template for monthly reporting on the items available and distributed from emergency stocks. The on-line reporting system is currently being testing by the Belarus Red Cross. Training of staff on the use of this on-line reporting system will be carried out after the system has been tested and improvements/adjustments, if any, introduced by the IT company.

Challenges

The only challenge related to Outcome 2 was lack of suppliers for kitchen set therefore Belarus Red Cross had to re-tender three times in order to procure all the required kitchen set items.

Lessons learned

As the procurement process often takes longer than expected, it is recommended to regularly replenish the National Society emergency stocks as soon as 70 per cent of the items have been distributed.

D. THE BUDGET

After finalizing the operation, there is a minor technical deficit of CHF 349 which will be covered by the DREF upon their consent. The final financial report can be accessed here.

Contact information

For further information specifically related to this operation please contact:

- **Belarus Red Cross:** Viktor Kolbanov, Secretary General;
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Beneficiary Satisfaction Survey report

under the Emergency Plan of Action for the DREF Operation “Belarus: Population Movement”

Contents

1. General situation
2. Research methodology
3. Survey / Research findings
4. Conclusions and recommendations
5. Overall findings



Two families that have been displaced from Donetsk and Luhansk regions are receiving assistance from the Vitebsk regional organization of the Belarus Red Cross.

Photo: Belarus Red Cross

The report is prepared by Dmitry Rachkovsky, Belarus Red Cross (BRC) monitoring and evaluation expert.

The Belarus Red Cross is grateful to the International Federation of Red Cross and Red Crescent Societies (IFRC) for the technical assistance and financial support provided in the process of the preparation of this survey.

1. General situation

Since June 2014, the number of people fleeing from conflict zones in Ukraine to Belarus has been increasing. According to the data provided by the *Citizenship and Migration Department* of the *Ministry of Internal Affairs* of the Republic of Belarus, about 100,000 Ukrainians are reportedly seeking different forms of legal stay in Belarus (as of February 2015). In 2014, the authorities of Belarus reported that the number of applications for refugee status and protection reached 867 (compare: in 2013 208 applications were received). The list of the countries the refugees come from to Belarus has changed considerably.

In 2014, 663 people or 76.5% of the total number of applicants for asylum came from Ukraine (in 2013, 3 applicants or 1.4%); these forced migrants made up the most numerous group of asylum seekers.

Belarus is still considered to be a likely destination for the citizens of Ukraine, which puts considerable strain on the state authorities, local NGOs and BRC.

Since June 2014, the BRC has started to provide emergency assistance to the constantly increasing number of forced migrants seeking asylum from Ukraine. First of all, using BRC reserve funds, BRC bought food and hygiene kits for the citizens of Ukraine and also distributed clothes, blankets, bed linen sets from its emergency stocks. During the implementation of the DREF operation, 10,711 people applied for assistance to BRC. 3,257 food packages and 1,912 hygiene kits were purchased and distributed to the Ukrainian families. 31,860 items of clothes and 3,275 pairs of second-hand footwear, which Belarusians brought to the local Red Cross branches, were distributed to the Ukrainians as well. People living in Belarus readily step forward to help those forcibly displaced from their homes. Local people have transferred 59 million Belarusian rubles to the BRC's special account. By the autumn of 2014, it became obvious that BRC could not manage the situation by itself, so BRC applied for help of the international donors and partners. To assess the situation, representatives of International Committee of the Red Cross (ICRC) arrived in Belarus. When the assessment was carried out, BRC developed an Emergency Plan of Action, and such organizations as ICRC, IFRC, Swiss Red Cross contributed to its implementation and provided financial support equal to 702,455 Swiss francs. The financial support provided by the donors covered the financial needs for vouchers to be distributed to those displaced from Ukraine by the conflict as well as for the replenishment of BRC emergency supplies, which had already been distributed to the Ukrainians. Based on the results of the national tender, 3,000 vouchers which allowed the Ukrainians to buy food and hygiene items as well as 4,000 vouchers which allowed them to buy clothes and footwear were distributed to the Ukrainians; total value of these vouchers is equal to 7,200,000,000 (seven billion two hundred million) Belarusian rubles. Vouchers meeting individual needs of those in crisis situation were utilized by BRC for the first time. The vouchers were distributed to multi-children families, single-parent families, disabled people, lonely pensioners, pregnant women and nursing mothers.

Since September 2014, the BRC has been operating a hotline ("201") where volunteers take the calls and provide consultations to the citizens of Ukraine. On average, about 20 calls are received per day.

2. Research methodology

As the research method, an interview and a structured questionnaire with 30 questions were selected. The questions can be divided into the following categories:

- general situation;
- relevance of the operation;
- target audience participation/involvement;
- appropriateness;
- timeliness of the operation;
- information dissemination.

The report is structured in accordance with the aforementioned criteria.

The BSS was carried out in January – February 2015 and targeted those who received the assistance provided under the Emergency Plan of Action 'Belarus. Population Movement' (MDRBY005). The beneficiaries from Minsk and all other regions of Belarus were involved in the survey. It is worth noting that most beneficiaries were interviewed when the operation was ongoing and only a few of them were interviewed after the operation came to an end. This was done because of interviewers' transportation difficulties to the interviewees' place of residence or temporary location (most of them live all over Belarus far from the administrative centres). Taking into account the aforementioned fact, the interviews were conducted right after the beneficiaries received assistance in the regional administrative centres, where vouchers were used at supermarkets.

Objectives of the research:

- to find out if beneficiaries were satisfied with the mechanism, timeliness and scope of the provided assistance;
- to gather feedback from beneficiaries to inform future activities on possible improvements based on beneficiaries suggestions;
- to gain research experience and to provide recommendations for future BRC operations;
- to strengthen the image and raise awareness of the BRC and Federation activities among the public;
- to contribute to DREF final report.

Research activities include:

- training on how to organize and conduct the survey aimed at assessing beneficiaries level of satisfaction provided to BRC staff members and volunteers by representatives of IFRC (IFRC representatives conducted two seminars in October and December, 2014);
- training on how to conduct interviews provided to interviewers by the trained BRC staff and volunteers (December, 2014 – January, 2015);
- designing questionnaires and their approval by representatives of IFRC;
- conducting the study to assess the level of satisfaction of beneficiaries living in all regions of Belarus and in Minsk;
- analysing the findings of the research;
- final report preparation, with key recommendations for future activities;
- informing stakeholders about key research findings;
- research strengths and weaknesses off-sight discussion with members of the survey team;
- sharing the experience with BRC staff and volunteers participating in the operation.

Research methodology

For data collection the trained team of interviewers carried out individual interviews with beneficiaries; the beneficiary's responses were then entered in written or electronic questionnaires. The beneficiaries were interviewed by the trained team of staff or volunteers at the places of their residence and at BRC's regional offices.

During the BSS training it was decided jointly with IFRC representatives to employ interview as a method for conducting qualitative research. It was underlined that the interview was not supposed to be like an interrogation, where questions are asked in order; the interview should flow like a conversation with a purpose to find out what interviewee feels, whether the beneficiaries' needs have been met, whether assistance has been provided timely. The method used allowed beneficiaries to feel at ease and to be open to answer questions and express opinion without affecting an interviewee's sense of dignity.

7 staff members and 11 volunteers held the interviews at 7 regional and Minsk City offices of BRC.

144 families or 12 % of the total number of beneficiaries were selected to participate in the survey.

The number of beneficiaries selected for the interview was in proportion to the number of vouchers distributed to the forced Ukrainian migrants in crisis situation.

Below is the number of questionnaires distributed per region.

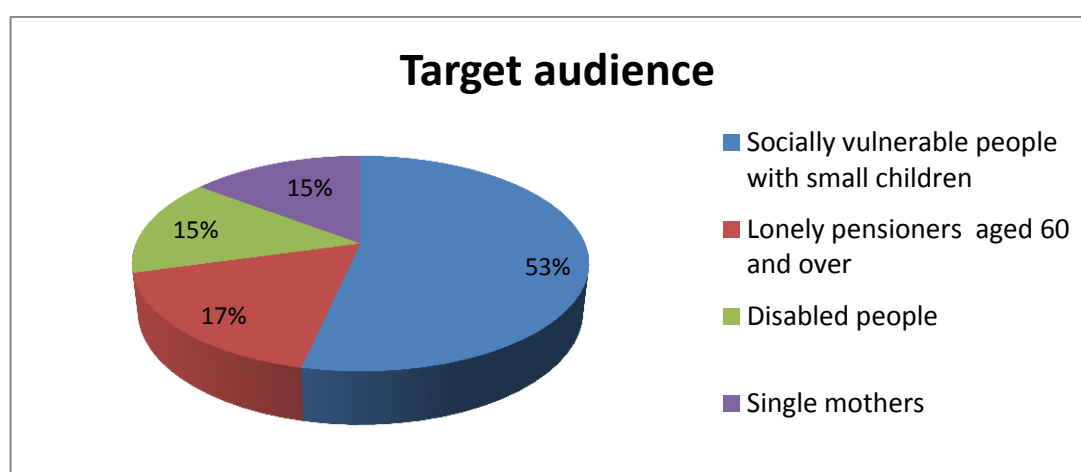
1.	Brest Regional organization of BRC	15 questionnaires
2.	Vitebsk Regional organization of BRC	15 questionnaires
3.	Gomel Regional organization of BRC	35 questionnaires
4.	Grodno Regional organization of BRC	15 questionnaires
5.	Minsk City organization of BRC	15 questionnaires
6.	Minsk Regional organization of BRC	20 questionnaires
7.	Mogilev Regional organization of BRC	29 questionnaires

The geography of the research covers 36 settlements of Belarus.

Settlement	Number of the interviewed people
Baranovichi	6
Brest	4
Lyahovichi	2
Pruzhany District	2
Kamenets District	1
Vitebsk	8
Vitebsk District	3
Lepel	1
Beshenkovichi	1
Senno District	1
Shumilino District	1
Gomel	13
Dobrush	6
Kalinkovichi	6
Zhitkovichi	3
Narovlya	3

Grodno	5
Svisloch District	2
Ostovets District	2
Schuchin	1
Slonim	1
Oshmyany	1
Mosty	1
Zelva District	1
Volkovysk District	1
Minsk	15
Minsk District	4
Soligorsk	4
Borisov	3
Logoisk District	2
Molodechno	1
Smolevichi District	1
Mogilev	18
Shklov	5
Gorki	4
Mogilev District	2

To provide quantitative information the focus-group was made up of interviewees proportionally selected from different vulnerable groups, i.e. socially vulnerable people with small children, lonely *older people* aged 60 and over, disabled people, single mothers.



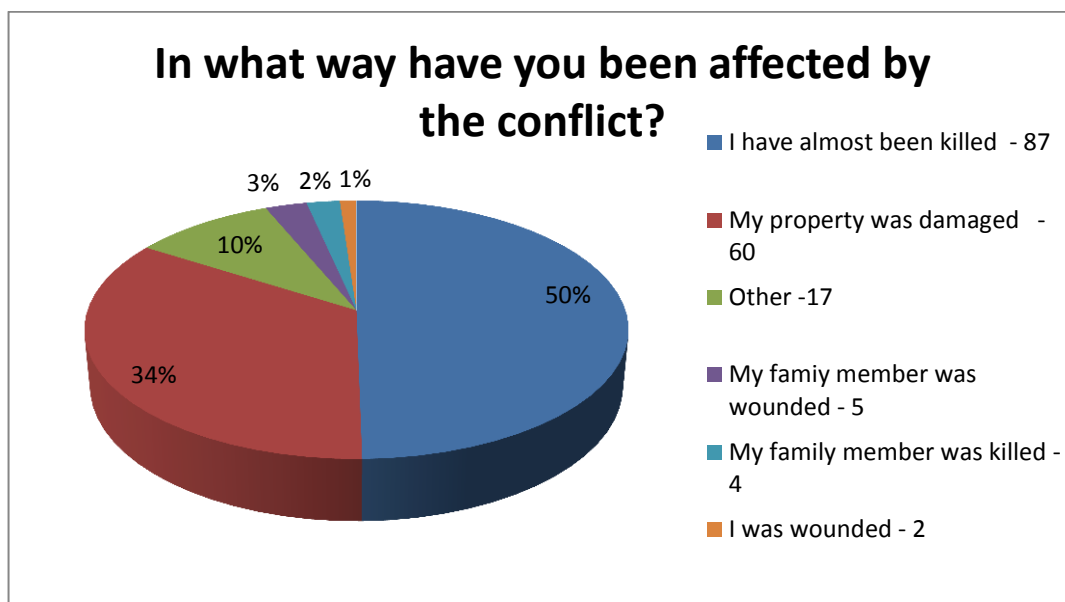
Data feasibility, reliability and validity

Taking into consideration that focus-group participants were representatives of various groups of beneficiaries and could be considered to be representative of the entire target population, we are sure to obtain feasible, reliable and valid information on vouchers assistance. The interviews were carried out in Russian, which all the interviewees understood correctly. The *beneficiaries* were entitled to *anonymity*. A small motivation set (chocolate and coffee) as well as the interviewers' goodwill ensured an *atmosphere* of trust *between the survey participants*. Thus, the research is thought to be trustworthy and unaffected by such reality-distorting factors as fear, lack of motivation and interest.

3. Survey / research findings

General Situation. Relevance of the operation.

Among the reasons why the interviewees left their homes and moved to Belarus they all mentioned the difficult situation in Ukraine and conflict in the eastern parts of the country. The respondents believed that living in the conflict-affected areas they put their life and belongings at potentially high risk. About 50 % of respondents pointed out that they almost lost their lives when in conflict areas, 34 % of people said that their property was damaged during the conflict. Five Ukrainians pointed out their relatives were wounded, four said that they lost their family members and two indicated that they were wounded themselves.



A large number of respondents (16) pointed out that they were under increased emotional strain fearing for life and health of their family members, children in particular. A woman from Donetsk region said that she fears for her husband's life, liable for military service and involved in the conflict.

This proves the necessity of psychological assistance to be provided to the forced migrants from Donetsk and Luhansk regions.

According to the survey results, the most pressing needs for the Donetsk and Luhansk arrivals in Belarus are:

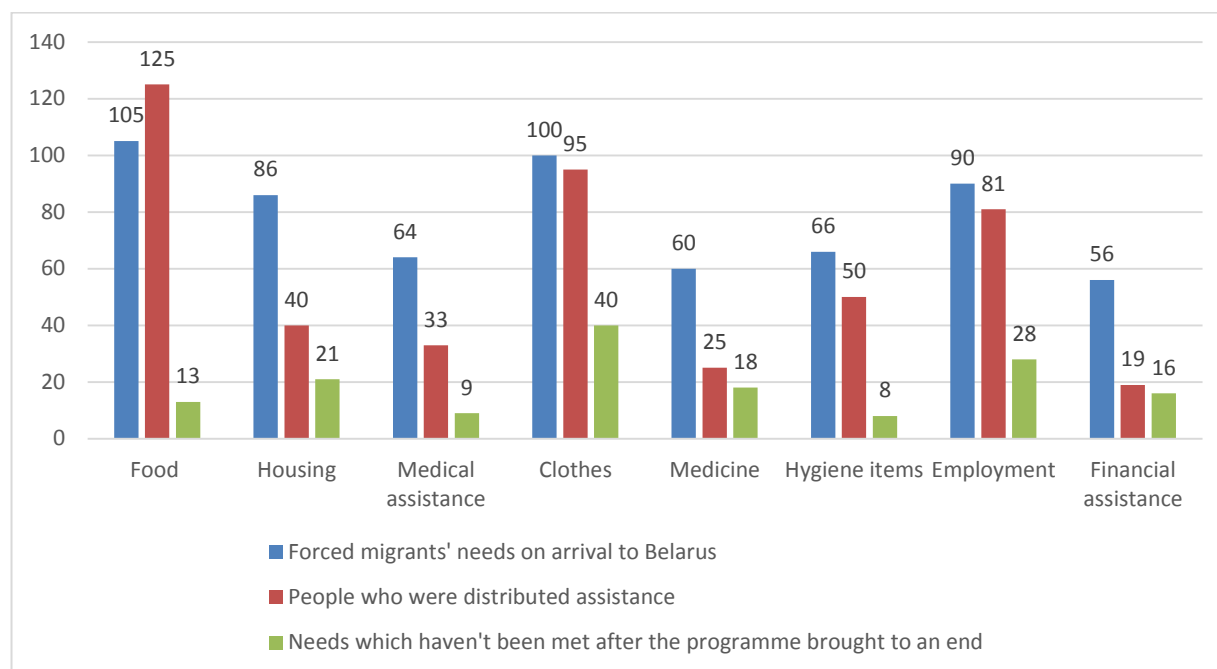
- food (73%),
- clothing (69%),
- housing (60%),
- employment (62.5%),
- hygiene items (46%),
- medical assistance (44%),
- medicine (42%),
- financial support (39%).

According to the survey data, the number of beneficiaries who stressed that they badly needed food on arrival (105) was fewer than the number of those who said that they were provided with foodstuff items (125). This does not prove that forced migrants are well-off for food, however, it proves that the provided assistance corresponds to beneficiaries needs.

Almost all the interviewees, who indicated the need for clothing (95%), were provided with such assistance. In August 2014, the BRC announced the campaign "Help to Ukraine" under which 31,860 items of clothing and 3,275 footwear pairs were collected and distributed to the citizens of Ukraine. However, 40% of respondents believe that their needs for clothes have not been met yet. The reason for this is that BRC distributed second-hand clothing and footwear provided by the local people of Belarus, the assortment of which is not sufficient with a shortage of clothing and especially shoes for men and children.

46% of refugees needed hygiene items when arrived in Belarus, only 76 % of them were provided with this assistance.

Needs of forced migrants before and after distribution of assistance



Afterwards the beneficiaries' needs changed due to the assistance provided under the Emergency Plan of Action "Belarus. Population displacement", and the aid delivered by state authorities, employers, NGOs, religious organisations, relatives, neighbours and volunteers.

90% of those in need of job placement have been employed in Belarus, though, it should be noted that 31% of respondents still have said that employment is the most pressing need for them. It follows that despite the beneficiary family members' employment, not all of them are satisfied with the work they have, with the salary they are paid, with the working conditions.

Currently, the beneficiaries' needs for medical assistance, medicine, housing and financial assistance have not been fully met. The beneficiaries still need clothes (40 respondents of the total number of interviewees), employment (28), housing (21), medicine (18), social payments (16), food (13), medical assistance (9) and hygiene items (8).

According to the survey findings 87.5% of beneficiaries received assistance from BRC (91 aid recipients were provided with food, 35 – with hygiene items, 74 – with clothes).

100% of respondents received vouchers to be redeemed in the shops to buy food and hygiene items (144).

47% of respondents were assisted (employment, housing, medical assistance) by the state authorities and 44% of respondents said that the assistance was provided to them by volunteers, neighbours, trade unions, religious organizations and other NGOs.

Target audience involvement

86% of respondents pointed out that their urgent needs had been assessed by BRC, 34% by state authorities, 46.5% by volunteers, neighbours, trade unions, religious organizations and other NGOs.

About 60% of respondents were informed how to make a complaint about the goods/services if needed. According to the analysis of interview data this criterion varies depending on the region. The most informed beneficiaries of their assistance or service appeal rights are in Minsk city (93% of the respondents), Mogilev region (83%) and Brest region (73%).

When answering the question "Would you like to introduce some changes into the Red Cross operation?" the citizens of Ukraine who participated in the survey suggested the following:

1. To consider the possibility of using vouchers in shops multiple times, since it is not very convenient to buy food and hygiene items at one time (9 respondents). Beneficiaries have to limit the amount of the perishable goods they want to buy; they experience difficulties with transportation of the purchased goods as well.
2. To expand the network of shopping centres to be included in the voucher project for providing assistance (8).
3. To distribute vouchers not only in administrative centres but also in districts in the proximity of beneficiaries (8).
4. To include more commodities into the list of goods proposed against the voucher (5).
5. To provide transport service or compensate for transportation to and from the shopping centers. This is especially important for forced migrants who currently live far from the administrative centres (5).
6. To ensure that target audience is better informed about the assistance provided (4).

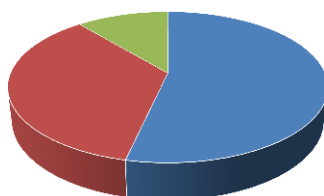
7. To consider the possibility of providing assistance on a regular basis (4).
8. To provide assistance in buying medicine, clothes, household items (4).



Relevance / appropriateness

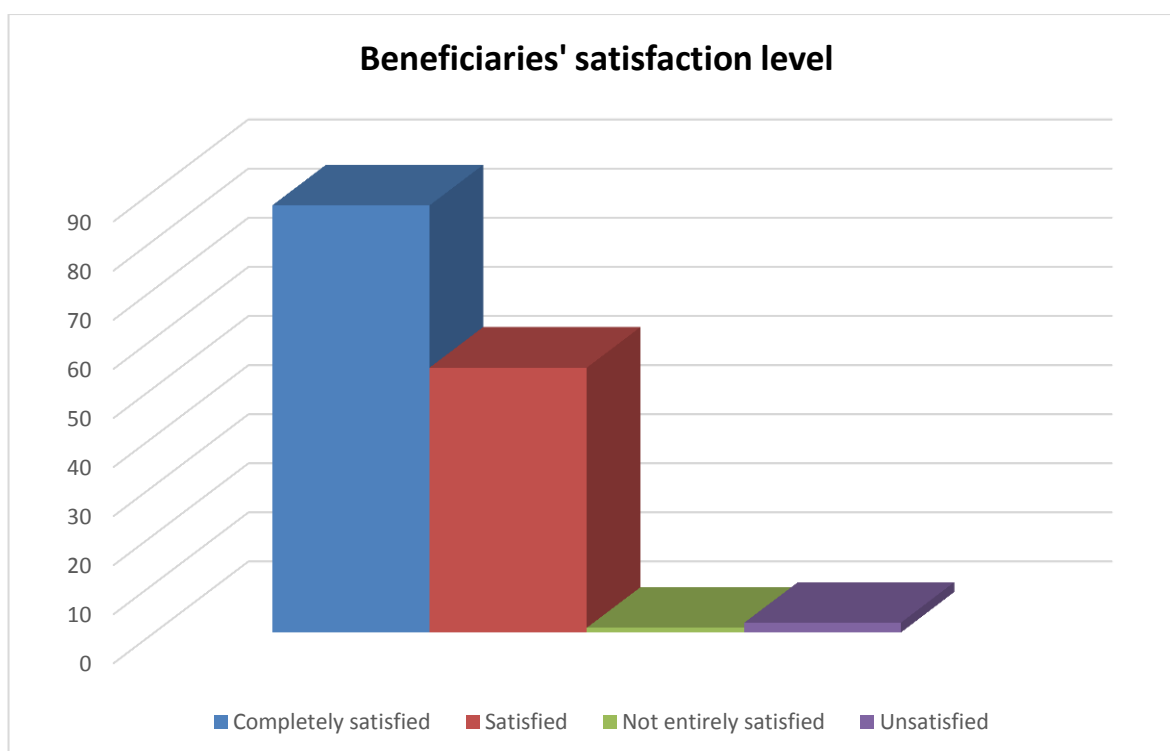
All 144 respondents received assistance through vouchers for purchasing food and hygiene items. 144 persons (100%) said that they bought food items; 133 beneficiaries (92%) pointed out that they bought hygiene items as well. The majority of respondents (53%) confirmed that the primary needs in food and hygiene were almost fully met through the assistance provided; 35% of respondents believed that the operation fully met their primary needs for food and hygiene; only 11% of the arrivals from Ukraine said that the provided assistance failed to meet their primary needs.

The level of satisfaction with the assistance provided



- Most pressing needs were met
- All pressing needs were met
- The provided assistance failed to meet the most pressing needs

60% of respondents underlined that they were very satisfied with the aid delivered through vouchers, 37.5% said that they were satisfied, 1 respondent said that he was not entirely satisfied, 2 beneficiaries pointed out that they remained totally unsatisfied with the distributed aid (2% of the total number of beneficiaries).



83% of respondents experienced no difficulties in finding a shopping centre/store where they could use the voucher, while 17% of beneficiaries said that it was not easy to find a store to redeem vouchers. The number of those who encountered difficulties with finding the shop to redeem their vouchers was especially high in Gomel region (42% of respondents mentioned the problem).

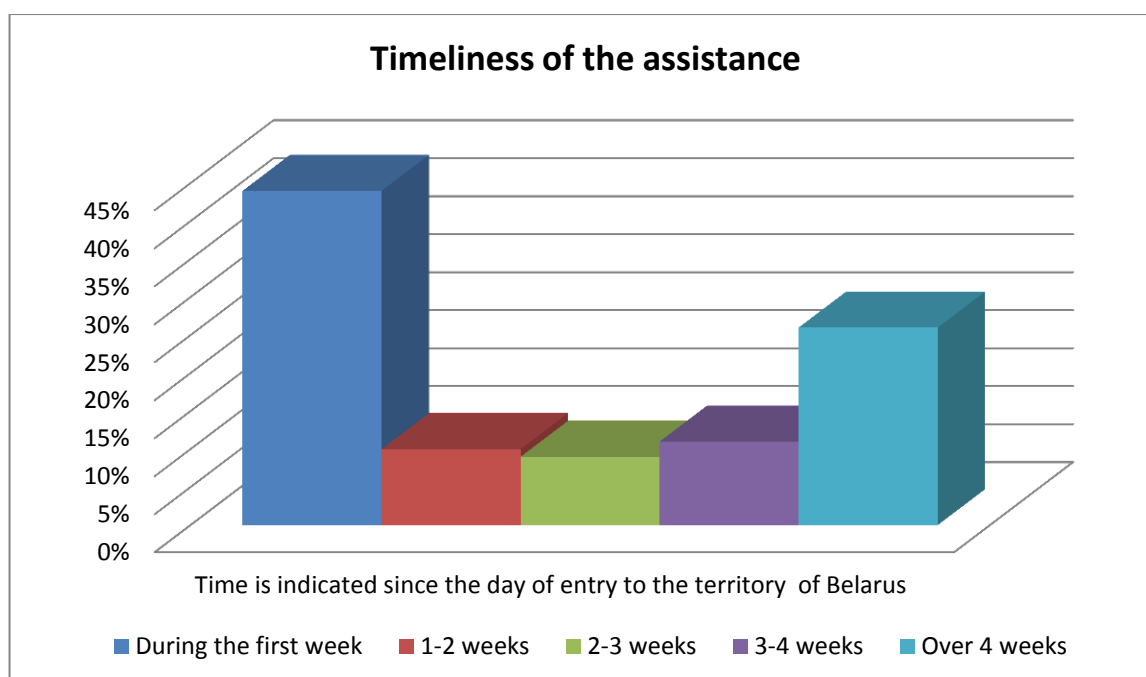
61% of respondents noted that they needed to be provided transportation to and from the shopping centres and only 52% of them received the assistance; 53% of transportation needs were met by BRC, 22% by neighbours, relatives, volunteers and 9% by state authorities.

72 forced migrants from Luhansk and Donetsk regions who participated in the survey admitted that they found it very easy to use the voucher in shopping centres (50%), 43 indicated that it was easy (30%), 24 beneficiaries noted that it was just an ordinary thing to do (17%), and only 5 of the survey participants found this mechanism complex (3%).

Timeliness of the assistance

The majority of beneficiaries (94%) noted that the provided assistance was timely. In doing so, 26% of respondents received assistance in more than 4 weeks since the day of entry to Belarus. 44% of beneficiaries received assistance through voucher during the first week since the day of entry to Belarus, 10% in a week, 9% in two weeks, 11% in 3 weeks since they left Ukraine.





Information awareness

69 % of respondents got to know about the provided assistance in the regional offices of BRC or by calling from Red Cross staff members and volunteers; 11-12% learnt about the aid from state authorities, mass media/internet, other citizens of Ukraine and neighbours respectively. Among the most convenient means of transmitting information on assistance the respondents name:

- internet - 34%
- personal telephone call - 33%
- printed handouts - 26%
- mass media - 23%

The majority of beneficiaries (93%) pointed out that they were provided with the detailed information on date, time and place of voucher distributions. Meanwhile only 13% of respondents knew what kind of assistance exactly they would receive.

67% of respondents knew about the hotline number 201 where volunteers take the calls and provide consultations on the operation to the beneficiaries. This factor varies greatly depending on the region. For example, only 13 % of respondents from Vitebsk region were informed about the hotline, 50% from Gomel and 100% of respondents from Minsk city (15 persons) knew about the provided service.

Organization visibility

93 % of beneficiaries indicated that BRC volunteers and staff when in the shopping centers were using the Red Cross emblem.

62% of respondents knew that there is a National RC Society in Belarus which provides assistance to the displaced people from Ukraine.

4. Conclusions and recommendations

General conclusions

The major outcome of the work performed is the gained experience on how to conduct such a survey and specific recommendations established for future campaigns. Beneficiary satisfaction survey provides important information on successes and challenges of the operation. Although this work can be time-consuming and may require additional resources, it is however essential not only to distribute aid, but also to receive feedback from beneficiaries so as to introduce improvements in emergency assistance provision taking into account suggestion from the target audience. Therefore while planning large-scale campaigns, it is advisable to include in the budget relevant expenses.

Conclusions and recommendations about the methodology

- Prior to the research, a questionnaire was specially designed to collect information on the level of satisfaction of beneficiaries; the questionnaire can be adapted and used for surveys in other operations.
- While preparing for the survey, it is advisable to conduct pre-testing with interviewers so as to study the questions in detail to prevent possible misinterpretation, as well as to identify possible errors.

- While identifying question wording it may be useful to organize discussions with focus-group of beneficiaries so as to take into account their preferences.
- The survey is recommended to be organized verbally, in the form of conversation; questions are to be asked freely to allow *respondents* a fair *opportunity* to provide additional information. Interviews with beneficiaries are used to collect data; beneficiaries' responses then to be entered in written or electronic questionnaires.
- The survey is recommended to be conducted both immediately at the time of assistance distribution and 1 - 2 weeks after the operation is over.
- The focus-group is to be proportionally made up of all target beneficiary groups. The survey must cover a wide geographic area including small towns, where the campaign has been held.
- To increase respondents' motivation it is advisable to use motivational kits.

Conclusions and recommendations by the Belarus Red Cross

- Beneficiaries' preferences went towards vouchers when compared to ready-made parcels (food and hygiene items) distribution. However this system can be improved in the following way:
 - possibility to use vouchers multiple times;
 - expand the network of shopping centres where vouchers can be redeemed is to be increased;
 - vouchers are to be distributed not only in administrative centres but also in those districts of Belarus where beneficiaries currently reside;
 - the list of goods which is proposed against the voucher should be broadened;
 - transport to and from the shopping centres should be provided or transportation costs should be compensated;
 - some groups of beneficiaries (disabled people, etc.) should be given the possibility to be provided with ready-made assistance kits;
 - target beneficiaries should be better informed about the assistance provided.
- Regular replenishment of BRC stocks should be done so as to provide assistance in case of emergency.
- Prior to the operation, it is recommended to carry out beneficiary vulnerability assessment which is the basis for the emergency assistance to meet the needs of the target audience.
- It is recommended to consider the possibility of assistance for purchase of medicines.
- It is recommended to include psychological support as a component during similar operations in the future.

Annex 2 – List of media links about the DREF operation

http://eng.belta.by/all_news/society/Belarusian-Red-Cross-starts-giving-out-vouchers-to-Ukrainian-refugees_i_79028.html

<http://www.belaruspartisan.org/life/296771/>

<http://www.sb.by/v-belarusi/news/krasnyy-krest-nachal-vydavat-vauchery-na-produkty-pereselentsam-iz-ukrainy.html>

<http://vitvesti.by/obshchestvo/krasnyi-krest-vydaet-vauchery.html>

<http://tkm.by/2015/02/krasnyj-krest-prodolzhaet-pomogat-bezhencam-iz-yugo-vostoka-ukrainy/>

<http://euroradio.fm/ru/ukraincam-v-belarusi-vydadut-vauchery-po-50-i-100-frankov>

<http://www.perspektiva-info.by/rubriki/obshchestvo/item/1746-nuzhna-pomoshch.html>

http://ont.by/news/our_news/bezhenci-iz-ykraiini-polychat-vaycheri-na-pokypky-odezhdi-v-vitebske

<http://www.soyuz.by/news/humanitarian-dimension/11701.html>

http://naviny.by/rubrics/society/2014/12/12/ic_news_116_450628/

<http://www.belnovosti.by/society/33850-ukraincam-v-belarusi-vydadut-vauchery-po-50-i-100-frankov.html>

<http://udf.by/news/society/120385-novyy-etap-vydachi-ukrainskim-migrantam-vaucherov-na-pokupku-odezhdy-startuet-v-vitebskoy-oblasti.html>

<http://www.gp.by/category/news/society/news37909.html>

<http://mlife.by/news/obshchestvo/5352/>

<http://www.kp.by/daily/26338/3221516/>

<http://www.realby.info/novosti/belarus/ukraincam-v-belarusi-vydadut-vauchery-na-pokupku-produktov-i-odezhdy-na-450-tys-shvejcarskix-frankov-obshhestvo/>

<http://www.rcmm.ru/news/14434.html>

<http://pda.arw.gov.by/en/node/3713>

<http://s13.ru/archives/99461>

<http://www.press-release.by/akciya-pomoshh-ukraine-prodolzhaetsya/>

<http://belport.by/214156-belorusskiy-krasnyy-krest-belorusy-pozhertvovali-uzhe-35-mln-na-okazanie-pomoschi-pribyvshim-iz-ukrainy.html>

<http://www.novoteka.ru/seventexp/12002638>

<http://krynica.info/2015/01/28/pereselencam-iz-luganska-i-donecka-belorusskij-krasnyj-krest-vydajot-vauchery/>

<http://shklovinfo.by/articles/society/podarochnye-sertifikaty-ukraintsam-ot-rayonnoy-organizatsii-bokk/>

<http://novosti-segodnja1.ru/v-gomele-bezhencam-iz-ukrainy-stali-vydavat-vauchery-na-pokupku-tovarov/>

<http://mogilevnews.by/news/15-12-2014-12-59/16579>

<http://news.tut.by/society/434244.html>

<http://www.aif.by/social/item/35251-vaucher-migrant.html>

<http://tkm.by/2015/01/vauchery-dlya-ukrainskix-pereselencev/>

Disaster Response Financial Report**MDRBY005 - Belarus - Population Movement**

Timeframe: 29 Oct 14 to 28 Feb 15

Appeal Launch Date: 29 Oct 14

Final Report

Selected Parameters

Reporting Timeframe	2014/10-2015/04	Programme	MDRBY005
Budget Timeframe	2014/10-2015/02	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget		126,229				126,229	
B. Opening Balance							
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>		126,229				126,229	
C4. Other Income		126,229				126,229	
C. Total Income = SUM(C1..C4)		126,229				126,229	
D. Total Funding = B + C		126,229				126,229	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income		126,229				126,229	
E. Expenditure		-126,578				-126,578	
F. Closing Balance = (B + C + E)		-349				-349	

Disaster Response Financial Report

MDRBY005 - Belarus - Population Movement

Timeframe: 29 Oct 14 to 28 Feb 15

Appeal Launch Date: 29 Oct 14

Final Report

Selected Parameters

Reporting Timeframe	2014/10-2015/04	Programme	MDRBY005
Budget Timeframe	2014/10-2015/02	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)			126,229			126,229		
Relief items, Construction, Supplies								
Clothing & Textiles	25,000		22,633			22,633	2,367	
Food	60,000		38,878			38,878	21,122	
Water, Sanitation & Hygiene			7,668			7,668	-7,668	
Utensils & Tools	18,000		12,370			12,370	5,630	
Total Relief items, Construction, Sup	103,000		81,549			81,549	21,451	
Logistics, Transport & Storage								
Distribution & Monitoring	400						400	
Transport & Vehicles Costs	3,600		2,427			2,427	1,173	
Total Logistics, Transport & Storage	4,000		2,427			2,427	1,573	
Personnel								
National Society Staff	1,613		1,389			1,389	224	
Volunteers	300						300	
Total Personnel	1,913		1,389			1,389	524	
Workshops & Training								
Workshops & Training	2,000		2,119			2,119	-119	
Total Workshops & Training	2,000		2,119			2,119	-119	
General Expenditure								
Travel	1,100		1,050			1,050	50	
Information & Public Relations	4,000						4,000	
Communications	2,000		585			585	1,415	
Financial Charges	512		29,734			29,734	-29,222	
Total General Expenditure	7,612		31,369			31,369	-23,757	
Indirect Costs								
Programme & Services Support Recove	7,704		7,725			7,725	-21	
Total Indirect Costs	7,704		7,725			7,725	-21	
TOTAL EXPENDITURE (D)	126,229		126,578			126,578	-349	
VARIANCE (C - D)			-349			-349		

Disaster Response Financial Report**MDRBY005 - Belarus - Population Movement**

Timeframe: 29 Oct 14 to 28 Feb 15

Appeal Launch Date: 29 Oct 14

Final Report

Selected Parameters

Reporting Timeframe	2014/10-2015/04	Programme	MDRBY005
Budget Timeframe	2014/10-2015/02	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL2 - Grow RC/RC services for vulnerable people							
Disaster response	126,229		126,229	126,229	126,578	-349	
Subtotal BL2	126,229		126,229	126,229	126,578	-349	
GRAND TOTAL	126,229		126,229	126,229	126,578	-349	